



Solutions to Frequent Problems – RareFind 3 and GIS

RareFind 3

Problem

"How do I update RareFind 3 and/or GIS datasets without uninstalling the application?"

Solution

You can do this one of two ways. If you would like monthly updates via an Internet download, you may call our Info Services desk at 916-324-3812 and ask for the monthly password to the DFG website. From the webpage http://www.dfg.ca.gov/bdb/html/rf_ftpinfo.html read and follow the instructions on installing the downloaded datasets for CNDDDB.

Or, you can use the CD that you receive every six months.

1. Launch Windows Explorer and navigate to C:\CNDDDB3.
2. Delete the \gis and \rfddata directories.
3. Insert the CNDDDB CD into your CD reader and click Cancel when the application begins to install.
4. In Windows Explorer, navigate to the CD drive.
5. Highlight and copy \rfddata, \gis directories and the **version.txt** file.
6. Paste these into the **C:\CNDDDB3** directory.
7. Click **Yes** to overwrite the existing version.txt file.
8. Since the files you just copied from the CD were read-only files, you need to select them, right-click and choose Properties. Then, uncheck the Read-Only box and click OK.
9. Launch RareFind 3 and click **OK** to prepare the data files for first-time use.

Problem

"I am not able to see the entire RareFind window on my screen, nor can I move the screen."

Solution

RareFind 3 has been optimized for a screen resolution of 1024 x 768. These instructions are basically the same for all supported Windows operating systems, with some variations.

To change your screen resolution:

1. Right-click anywhere on the background of your monitor and click on "Properties."
2. Click on the "Settings" tab. In the "Screen area" drag the slider until 1024 x 768 pixels is displayed.
3. Click "Apply" ... click "OK" ... click "Yes" ... and, finally, click "OK" to close the dialog.

This will change the display for all the programs that you use.

Problem

Error message is "Cannot update the cursor"

Solution

RareFind users must have permission to write to the CNDDDB3 folder. RareFind creates indices and writes to its data files to perform its operations. Look at the C:\CNDDDB3 directory's permissions. If only the "Administrator" has permissions to the directory "C:\CNDDDB3" then the Administrator must grant the user access to the CNDDDB3 directory.

Simply add the users that need access to the program to the permissions list of the directory "CNDDDB3":

1. Go to C:\, right-click on the CNDDDB3 directory, and select Properties.
2. Click the Security tab, and then add the user(s) to the list, giving them Full permissions.
3. Have the user(s) try the program again.

Problem

Error Message:

Error 11/Function argument value, type, or count is invalid.
Program section X3FBMEM
Line Number 0
Problem code vmp_ri("INSERT")

Solution

The system has too much memory (yes, too much!) for RareFind 3 to run. RareFind 3 was originally designed for systems with less than 1GB of physical memory. Systems with more memory encounter a problem with RareFind's memory management system. All RareFind versions from 3.0.6 on have been modified to fix this problem. Check to make sure you are using version 3.0.6 or later.

Problem

While attempting to download RareFind data updates from the FTP or Intranet site, you receive the following error message:

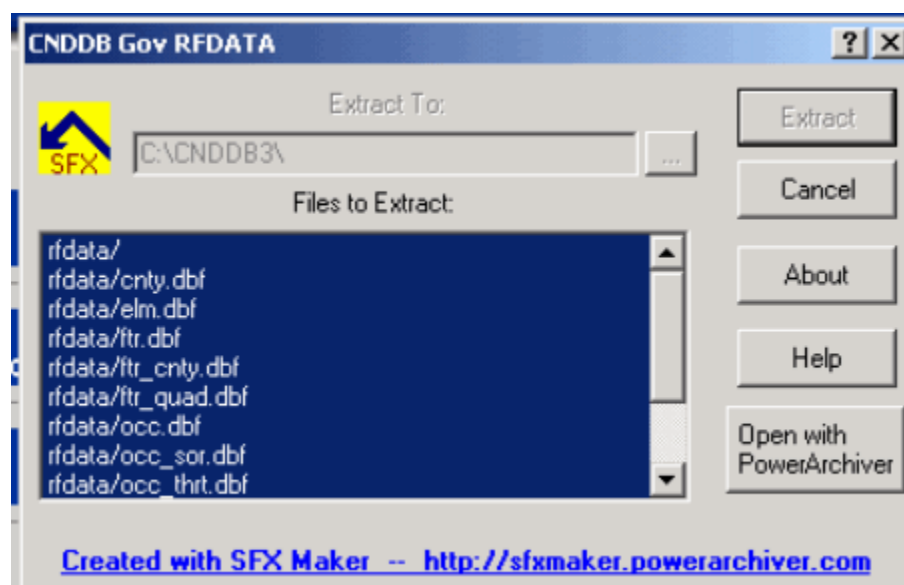


Solution

You have the RareFind 3 application running while you are trying to overwrite its data files with the updated data. Close the RareFind 3 application and try again.

Problem

Unable to update RFDdata files from online download via Internet FTP or DFG Intranet location. The dialog below displays.

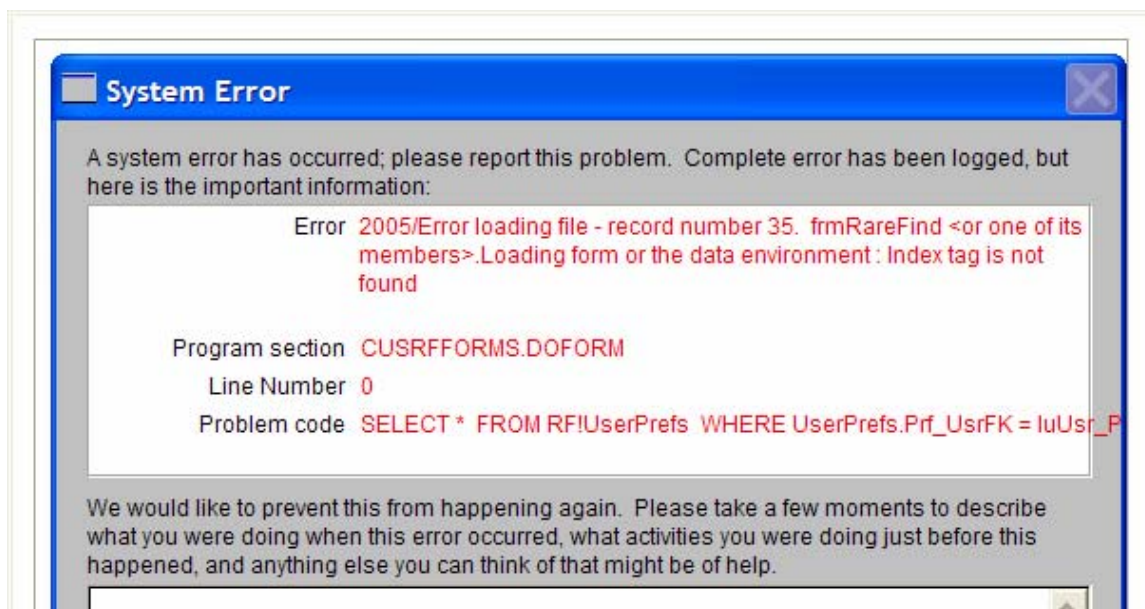


Solution

Quit the RareFind 3 application when updating data.

Problem

After updating your RareFind 3 data via the FTP or Intranet site, you receive the following message upon launching the RareFind 3 application.

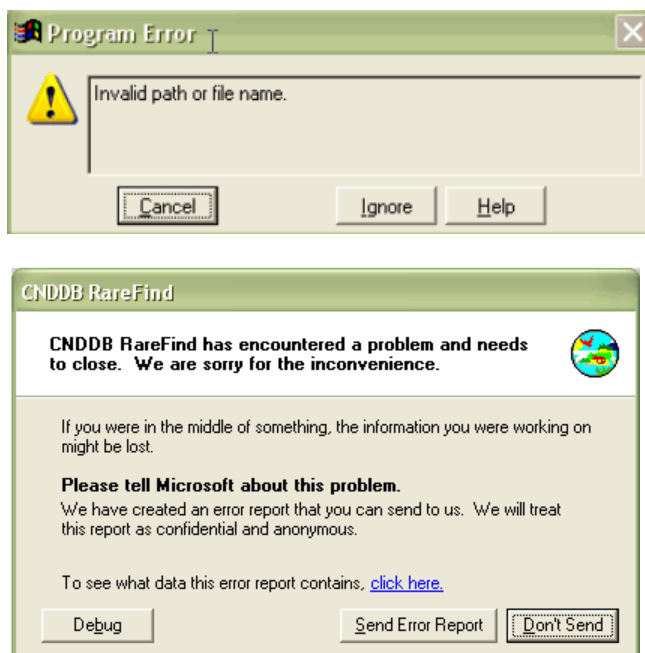


Solution

Most likely, your system has an older version of RareFind and you have just updated your CNDDDB data. As of 10/10/2006, the current version of RareFind is version 3.1.0. Data designed for the current version of RareFind will not work with older versions. Uninstall RareFind 3 from your system and reinstall the latest version. Contact your in-house keeper of the RareFind 3 installation CD or, for DFG employees, download the application from the Intranet at <http://dfgintranet/whdab>.

Problem

You are running Windows XP and receive a series of error dialogs:



Solution

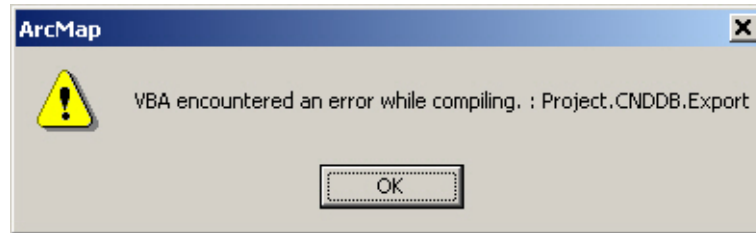
This problem has not been solved as of 5/2/2005. Check this document again at a later date.

Geographic Information System (GIS)

Problem

"VBA encountered an error while compiling. : Project.CNDDDB.Export"

In the CNDDDB ArcGIS map document, the error message below displays when using the RareFind drop-down menu.



Solution

Your computer is running ArcGIS 9.x and you are accessing the ArcGIS MXD file created in ArcGIS 8.x.

1. Click OK and close the ArcGIS map document.
2. On your desktop, double-click on the shortcut for the CNDDDB ArcGIS 9.0 map document.
3. If that shortcut is not available, launch Windows Explorer.
4. Navigate to C:\CNDDDB3\giswork\ or C:\CNDDDB3\gis\tools\arcgis
5. Double-click on the ArcGIS map document for ArcGIS 9.0, cnddb90.mxd
6. Since your computer is running ArcGIS 9.x, you may remove shortcuts and MXD files that are designed for ArcGIS 8.x